POLICY NO.: 1.21 EFFT. DATE: 07/01/94 REV. DATE: 09/10/05

## EMPLOYEE SUGGESTION PROGRAM

APPLICATION: Full-time and part-time classified, faculty, and hourly wage employees.

#### **PURPOSE**

This policy establishes a statewide program to encourage employees to make suggestions for improving state government operations by saving money, making operations more efficient or effective, increasing revenue, or improving safety; to assess the potential value of the suggestions; and to reward employees whose suggestions are approved for implementation.

### **DEFINITIONS**

# **Agency ESP Coordinator**

An employee designated by the agency head to facilitate and promote the Employee Suggestion Program (ESP) in that agency, to serve as liaison with the Department of Human Resource Management (DHRM), and to forward suggestions to an appropriate evaluator when they are received by that agency for evaluation.

#### Awards

Cash payments, days of paid leave, and/or certificates of recognition given to employees by agencies for suggestions adopted because they have identifiable value to one or more agencies and/or to state government generally.

#### **DHRM ESP Manager**

The employee in the Department of Human Resource Management responsible for administering the ESP statewide.

### Eligible Employee

Full- and part-time employees, including hourly wage and faculty employees, of all executive branch agencies, and of any other agencies of state government that have elected to participate in the program. Eligible employees may submit suggestions and are eligible for a certificate, cash, or paid leave, except that wage employees are not eligible for paid leave time. Employees who leave state service before an award is made remain eligible for a certificate and/or cash award for one year from the date of final disposition.

### ESP Procedures Manual

Evaluation

A procedural guide to the Employee Suggestion Program for Agency ESP Coordinators and employees.

The analysis of a suggestion that documents the feasibility and merit of its adoption, including expected savings or revenue

increases, or reasons for non-adoption. See Suggestion

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Evaluation Form (Attachment B) for this evaluation.

**Evaluator** The employee to whom a suggestion is referred for evaluation

because of his or her expertise in the subject matter of the suggestion and knowledge of related agency and state operations.

**Incurred Costs** The costs incurred in implementing a suggestion and netted out of

any savings or increased revenues produced by the suggestion,

when stating expected or actual savings or revenue gains.

Management Reviewer The supervisor or manager of the evaluator's unit/division who is qualified to review and support or reject the evaluator's assess-

ment of a suggestion.

Net Revenue or Net

Savings

The dollar amount generated or saved by an adopted suggestion during its first year of implementation, adjusted for any cost incurred in implementing. Cash awards are based on this figure.

**Suggestion** 

A proposal made by an eligible state employee on the Employee Suggestion Form (Attachment A) that may produce the following results in one or more state agencies: increased productivity, reduction in expenditures, increased revenues, improved quality

of services, or enhanced operational safety.

#### **ESP GUIDELINES**

## **Agency Participation**

All Executive Branch agencies shall participate in the Employee Suggestion Program. State agencies not in the Executive Branch may elect to participate.

Participating agencies shall:

- designate an ESP Coordinator,
- record the results of the implementation of suggestions,
- reward employees whose suggestions have been adopted, and
- promote the program, with support from DHRM, in order to maximize the benefits to the state.

# **Submitting Suggestions**

Employees will submit their suggestions to the Employee Suggestion Program at the Department of Human Resource Management. The suggestion form is available at the ESP web site, <a href="http://esp.dhrm.virginia.gov">http://esp.dhrm.virginia.gov</a>; it may be completed and submitted through the web. The form may also be found in the ESP Procedures Manual, Appendix I, and may be submitted by e-mail (esp@dhrm.virginia.gov) or sent in hard copy to DHRM.

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### **Tracking Suggestions**

Suggestions receive a number when submitted. This number identifies the suggestion throughout the evaluation process. Every attempt will be made to ensure the anonymity of the suggester until the suggestion is approved for adoption.

# **Employees Eligible for Award**

All full-time classified, part-time classified, faculty, and wage employees in participating agencies may be eligible for award, and their suggestions remain eligible for one year from the date of final disposition of the suggestion. A suggester's eligibility for award is based on his or her employment status at the time the suggestion is received by DHRM.

A former state employee whose suggestion had not completed the evaluation and implementation process before the employee separated from state service will remain eligible for cash award and/or a certificate for one year from the date of final disposition of the suggestion.

### **Suggestion Eligibility**

Suggestions are eligible for award consideration when their implementation causes activity related to the suggestion which results in savings (including cost avoidance) or increased revenue, or when operational, service, or safety improvements occur. Suggestions may be implemented in the employee's own agency and/or in one or more other agencies.

Suggestions may be ineligible for award consideration for several reasons. For example, a suggestion is ineligible for award when an employee can be expected to implement it as part of his or her job duties, responsibilities and assigned tasks, or can implement it without higher level approval. Additional criteria for suggestion eligibility are described in detail in the ESP Procedures Manual.

Determination of eligibility is made by DHRM with input from the employee, the employee's agency, or other agencies, as needed.

## Evaluator Qualifications and Role

When a suggestion is received from DHRM for evaluation, the Agency ESP Coordinator should select an employee who possesses knowledge of the suggestion's subject matter and of agency/state operations. The evaluator should be sufficiently qualified to consider the following:

- originality of the idea;
- potential value/benefit of the idea;
- feasibility of implementation;
- extent of application;

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- estimation of costs; and
- estimated savings to be expected from implementation.

The evaluator is expected to consult with appropriate agency fiscal personnel to develop cost, revenue, and/or savings information.

An employee may not evaluate his or her own suggestion.

## Group or Duplicate Awards

If two or more employees individually submit similar suggestions that are received at the same time, the suggestions will be evaluated together, and any awards will be divided equally among all eligible suggesters. Two or more employees may join to submit suggestions as a group. Any award will be shared equally among eligible group members, except that paid leave is awarded in increments of no less than four (4) hours.

# Patents and Copyrights

Patents and copyrights, or materials that are potentially eligible for patent or copyright, that are developed within the scope of an employee's job or when using state-owned or state-controlled facilities shall be the property of the Commonwealth of Virginia. (This provision does not apply to employees of state-supported institutions of higher education who are subject to intellectual property policies of their institutions.)

# **Use of Suggestion**

The state shall have the right to make full use of suggestions submitted by employees to the ESP. The use of employee suggestions by the state shall not be the basis of further claims of any kind by the suggester or the suggester's heirs or assigns.

### **CASH AWARDS**

#### Awards of Cash

Awards of cash are authorized only for eligible employees whose ideas

- are adopted and implemented and
- result in quantifiable dollar savings or increased revenue.

NOTE: Cash payments will not be made in cases where federal regulations or local fund restrictions prohibit such payments. Agencies are encouraged to request that their funding sources provide award payments as appropriate under the ESP unless prohibited.

### Funding of Cash Awards

Cash awards are to be made to suggesters by implementing agencies from savings and/or revenue actually generated in the first year of implementation of the suggestions. If all anticipated savings/revenues are generated within the first year, the calculation and award may occur at that time and before the full

days of leave.

**ESP Leave** 

ESP leave days are managed in the same way as compensatory leave (see Policy 3.10, Compensatory Leave). ESP leave not taken within 12 months will be forfeited. Active ESP leave balances will be paid when the employee leaves state service.

for further information, including chart for converting points to

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# **Wage Employees**

Wage employees whose suggestions are adopted may not receive paid leave. Agencies are encouraged to recognize them in other appropriate ways, including non-monetary awards through the agency's Recognition Program. See Policy 1.20, Employee Recognition Programs.

# CERTIFICATES OF RECOGNITION

DHRM will coordinate the process for obtaining a certificate of recognition signed by the Director of DHRM and the Governor, and will send this to the employee's agency for signature by that agency head and for appropriate presentation to the employee.

### **DHRM ROLE**

The Department of Human Resource Management is responsible for:

- developing and interpreting this policy;
- providing web-based access to program forms and other information;
- collecting information concerning ESP submissions and awards and producing an annual report;
- providing promotional support for the program and assisting agencies' promotional efforts; and
- publicizing accepted suggestions and financial awards to state employees.

DHRM will manage the program by:

- receiving and tracking suggestions;
- confirming receipt of suggestion to the suggester within 30 days.
- protecting the identity of the suggester during the evaluation process;
- determining an appropriate agency for evaluating each suggestion;
- forwarding the suggestion to the ESP Coordinator in the selected agency;
- receiving and reviewing the completed evaluation, and informing the suggester (and his or her agency, if the suggestion is to be adopted) of the evaluation result;
- confirming the number of days of paid leave to be awarded for suggestions of intangible value, and forwarding to the agency for award;
- ensuring that the final value of the first year's implemen-

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tation of a suggestion with tangible benefits is recorded by the affected agency or agencies, and directing a cash award based on that value;

- obtaining and sending to the suggester's agency a certificate of recognition if the suggestion is adopted; and
- arranging for an appeal panel when a suggester appeals an eligibility ruling or evaluation result.

DHRM will maintain a list of Agency ESP Coordinators and will communicate with them on program matters.

### **Appeal Process**

Suggesters may appeal determinations of non-eligibility and decisions not to adopt their suggestions to DHRM. An informal re-evaluation process may be offered and, if acceptable, will be conducted. If the suggester does not agree to this process or is not satisfied with the results, DHRM will assemble a group of individuals suitable to the needs of the specific suggestion, ensuring representation of the private sector as required by Va Code §2,201291 (12). This group will conduct any research needed, consider the issues, and render a final decision on the suggestions.

Suggesters may also appeal to have a suggestion re-considered if they believe that the idea was implemented within one year after receiving the non-adoption notice.

All appeals should be presented to DHRM in writing and in a timely manner.

#### **AGENCY ROLE**

Agency heads in executive branch agencies and other participating agencies are responsible for ensuring that their agencies comply with the policies and procedures of the ESP as found in this policy and in the ESP Procedures Manual. Key responsibilities include:

- appointing an Agency ESP Coordinator and ensuring that he or she fulfills the requirements of that role as outlined in this policy and in the ESP Procedures Manual;
- promoting participation in the program;
- ensuring that ESP evaluations are evaluated within 60 days from the time it was submitted. Program reports to the legislature and Governor will include information on suggestion evaluations that have not met this time limit.
- ensuring that selected employees complete evaluations of suggestions as requested by DHRM through the Agency



# **Employee Suggestion Form**

# **Employee Suggestion Program**

A program of the Department of Human Resource Management

What is ESP?	The Employee Suggestion Program (ESP) is a program that provides employees with an opportunity to be rewarded for innovative and creative ideas for improving state government.	
Who can participate?	All full-time, part-time, or wage/hourly employees of the Commonwealth of Virginia may submit suggestions.	
What are the rewards?	Rewards range from cash to days of leave.	
How do I submit a suggestion?	Read the Eligibility Requirements and Rules, then complete the Employee Suggestion Form and send it in as directed.	
Whom may I contact for questions on the ESP program?	You may contact your Agency ESP Coordinator or the Department of Human Resource Management for questions regarding the program. Information is also available in the ESP Procedures Manual and HR Policy #1.21.	

### **Eligibility Requirements**

#### Suggestions are eligible if they meet the following criteria.

- Propose practical improvements to some part of state government.
- Are submitted in a timely manner.
- States specifically what the improvement is and how it can be made.
- Are submitted by:
  - an individual employee; or
  - a group of employees submitting the suggestion together and using the same form. (The names of all employees submitting the suggestion should be attached to the form.)

#### Suggestions are not eligible if they:

- are within the employee's authority or responsibility to implement;
- concern matters already under consideration;
- concern personal grievances or complaints; or
- concern policies or procedures that are not being followed or that are not being applied properly.

### **ESP Information**

- Suggestions remain valid for one year from their submission.
- Cash awards normally are paid after one year so that savings can be calculated to determine the
  award amount. Awards are subject to federal, state, and local taxes that will be withheld according
  to applicable regulations.
- Decisions made by the Employee Suggestion Program are final. However, if new or additional information is presented, a decision will be reviewed.
- The ESP has the exclusive right to set award policy and structure. The State retains the right to terminate or change the Employee Suggestion Program at any time.
- The use of employee suggestions by the State shall not be the basis of further claims of any kind by the suggester, or the suggesters' heirs or assigns.
- Other requirements and rules are contained in the Employee Suggestion Program Procedures
  Manual, which is available from your Agency ESP Coordinator and as an attachment to DHRM Policy
  1.21 on the DHRM website.

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# Fields that are marked with an asterisk are required.

Middle Initial			
*Last Name			
Position/Working Title			
*Agency			
Department/SubDivision			
Work or Home Address			
City/State/Zip Code			
*Daytime Telephone			
E-mail Address			
My suggestion will	Save money		
	Make operations more efficient or effective		
	Increase Revenue		
	Improve Safety		
le this suggestion within y	your authority or responsibility to achieve or change?	Υ	N
is this suggestion within g	your authority of responsibility to achieve or change:		
Can you make this chang	ge without the approval of higher level management?		
As far as you know, is thi	s suggestion already being considered?		
Does this suggestion rela	ate to a personal grievance or complaint?		
Does this suggestion rela	te to a policy that is not being applied properly?		
	augus antiam bafara withim tha maat waar? If waa data I		
	suggestion before, within the past year? If yes, date		
Have you submitted this and suggestion number:	suggestion before, within the past year? If yes, date		
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.
and suggestion number:  1. Describe the preser		improv	red.
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.
and suggestion number:  1. Describe the preser	nt situation, condition, method, or procedure to be	improv	red.

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2.	What is your suggestion? Be specific – describe the improvement and tell how it can be made. Attach pages if needed. Indicate number of pages attached
1	
3.	How will your suggestion improve the present situation or benefit the agency or state? Attach pages if needed. Indicate number of pages attached
3.	
3.	
3.	
3.	
3.	

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4. If money will be saved or generated, provide est revenues. Attach pages if needed. Indicate number of page	9
Is this suggestion being made by more than one em	ployee? If so, list below.
By submitting this form, I certify that I am employ Virginia. I have read the eligibility requirements and and in Policy #1.21, and I agree that the State shause of my suggestion.	d rules as stated on this form
Name:	Date:
Submit this suggestion by sending it to the Employers Department of Human Resource Management, 101 23219, or by e-mailing to ESP@DHRM.state.va.us.	N. 14 <sup>th</sup> Street, Richmond, VA

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# **SUGGESTION EVALUATION FORM**

# EMPLOYEE SUGGESTION PROGRAM USE ONLY. EVALUATING AGENCY ESP COORDINATOR PLEASE COMPLETE PART I:

# PART I.

Suggestion #:	Suggestion Topic/Category Code (Table Attached): Da		Date Received:
Evaluating Agend	cy Code/Title:	Evaluating Unit:	Date Sent to Evaluator:
TO (evaluator):			
INSTRUCTIONS:			
1. Please use th	is form to evaluate	the attached suggestion: Type or p	rint clearly in black ink.
<ol><li>For assistanc Coordinator.</li></ol>	e, call Agency ESF	Name:	Phone:
•	date, and return s cy ESP Coordinato	· ·	
PART II. REVI	EW OF SUGGEST	IONS	
1. If any of the	following apply to the	nis suggestion, indicate which and ex	
		ievance or complaint.	tpiairi.
	es pay practices.	1	
	ear, incomplete, or	not specific.	
D. Conc	erns established pr	ocedures not being followed.	
E. Conc	erns result or subje	ect of studies, audits, surveys, etc.	
2. To your know	vledge, does this so	uggestion accurately describe the cu	rrent situation, condition,

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	method, procedure, e	tc., in Section II of the Employee Suggestion Form?
	Yes No	If No, what is the actual current situation?
3.	To your knowledge, h management?	as this suggestion previously been proposed/considered by agency
		If Yes, what action was taken? (Supporting documentation pre-dating
	Yes No	suggestion should be available on request.)
4	If in a large and a decided and a	delice construction of involves of the construction of involves of the construction of
4.		d this suggestion stimulate other savings/improvement activities?
	Yes No	If Yes, describe action stimulated.
Aı	nalysis and Rec	ommendation
1.	<b>D</b>	
	Do you recommend to	nat this suggestion be adopted and implemented?
1		nat this suggestion be adopted and implemented?  Please explain your recommendation.
	Yes No	nat this suggestion be adopted and implemented?  Please explain your recommendation.
2.	Yes No	
2.	Yes No	Please explain your recommendation.
2.	Yes No	Please explain your recommendation.
2.	Yes No	Please explain your recommendation.
2.	Yes No	Please explain your recommendation.
2.	Yes No	Please explain your recommendation.
2.	Yes No	Please explain your recommendation.

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	If Yes, would you support such action? Yes No		
4.	What benefits can be derived from this sugges	tion?	
	Tangible Intangible		
	If you believe that benefits would derive from in Part III.	nplementing this suggestion, please complete	
5.	All		
	Categories or names of agencies:		
Sig	ned:	This evaluation complies with the policies of the Employee Suggestion Program, signed:	
	(Signature of Evaluator)	(Signature of Agency ESP Coordinator)	
	(Print Name)	(Print Name)	
	(Date)	(Date)	
I co	oncur with this evaluation of the suggestion.		
(\$	Signature of Supervisor/Manager of Evaluator)		
	(Print Name)		
	(Date)		

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# PART III. CALCULATION OF BENEFITS - RECOMMENDED SUGGESTIONS ONLY

SECTION A – DETERMINATION OF TANGIBLE BENEFITS	
<u>Item One</u>	
I agree that implementing this suggestion will result in financial earnings or savings.	
Yes No If No, please explain.	
<u>Item Two</u>	
I agree with the suggester's estimate of money earned or saved.	
Yes No If No, please explain.	
IF THE SUGGESTION WILL RESULT IN FINANCIAL EARNINGS OR SAV	INGS, PLEASE
FORWARD THIS FORM TO YOUR AGENCY'S FISCAL OFFICE FOR COMPLETIC C.	ON OF SECTION
SECTION B – DETERMINATION OF INTANGIBLE BENEFITS	
Complete this Section only if the suggestion is recommended for adoption AND the a	
	awarded.
Complete this Section only if the suggestion is recommended for adoption AND the a	
Complete this Section only if the suggestion is recommended for adoption AND the a One in Section A is "No." Points total determines the number of days of leave to be FACTORS	awarded. POINTS
Complete this Section only if the suggestion is recommended for adoption AND the a One in Section A is "No." Points total determines the number of days of leave to be	awarded. POINTS
Complete this Section only if the suggestion is recommended for adoption AND the a One in Section A is "No." Points total determines the number of days of leave to be  FACTORS  1. Degree of improvement in operations, forms, facilities or equipment  None	awarded. POINTS
Complete this Section only if the suggestion is recommended for adoption AND the a One in Section A is "No." Points total determines the number of days of leave to be FACTORS  1. Degree of improvement in operations, forms, facilities or equipment  None 0 Pts.  Minor 5 Pts.  Moderate 15 Pts.	POINTS AWARDED
Complete this Section only if the suggestion is recommended for adoption AND the a One in Section A is "No." Points total determines the number of days of leave to be  FACTORS  1. Degree of improvement in operations, forms, facilities or equipment  None	awarded. POINTS
Complete this Section only if the suggestion is recommended for adoption AND the a One in Section A is "No." Points total determines the number of days of leave to be FACTORS  1. Degree of improvement in operations, forms, facilities or equipment  None 0 Pts.  Minor 5 Pts.  Moderate 15 Pts.	POINTS AWARDED
Complete this Section only if the suggestion is recommended for adoption AND the a One in Section A is "No." Points total determines the number of days of leave to be  FACTORS  1. Degree of improvement in operations, forms, facilities or equipment  None	POINTS AWARDED
Complete this Section only if the suggestion is recommended for adoption AND the a One in Section A is "No." Points total determines the number of days of leave to be FACTORS  1. Degree of improvement in operations, forms, facilities or equipment  None 0 Pts.  Minor 5 Pts.  Moderate 15 Pts.  Major 20 Pts.  2. Degree of improvement in employee relations, working conditions, safety, service to the public or public attitude:	POINTS AWARDED

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	FACTORS		POINTS <u>AWARDED</u>
3.	Extent of application:		
	Single operation, facility, office	0 Pts.	
	Several operations, facilities, offices	5 Pts.	
	A majority of the employees, facilities, divisions of an agency or university	10 Pts.	
	A majority of the employees, facilities, divisions of two or more agencies	15 Pts.	
	Statewide (most agencies, universities)	20 Pts.	Pts.
4.	Completeness of proposal:		
	Not completely or clearly presented or required considerable clarification	0 Pts.	
	Basic facts sound, needed some refining	5 Pts.	
	Facts clearly presented, little further effort required to put idea into effect	10 Pts.	
	Facts clearly presented, no further effort required to put idea into effect	20 Pts.	Pts.
5.	Effort involved:		
	No research involved	0 Pts.	
	Average substantiation	5 Pts.	
	Considerable personal research	15 Pts.	Pts.
6.	Cost of adoption:		
	Large	0 Pts.	
	Moderate	5 Pts.	
	Small	10 Pts.	Pts.
		TOTAL POINTS:	Pts.

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SEC	TION C - COMPUT	ATION OF DOLLAR SA	AVINGS (To be	completed I	by Fis	cal Officer.)
	GESTION SAVINGS DI Labor Supplie Space Equipm	JE TO CHANGES IN: es Revenue nent Materials	Energy Us	age ce Procedure		Other (specify)
COM	IPARISON OF PERIOD	S (compare two [2] twel	ve-month period	ls)		
	Old Me			Suggeste		
Start	ing Date:	Ending Date:	Starting Date	<b>)</b> :	Endin	g Date:
that I	To project dollar savings or revenue expected from implementing this suggestion, complete the section below that best represents savings that would realistically result from the suggestion. NOTE: This estimate is for use in evaluating the suggestion. Any award to the suggester will be based on actual first-year results.					
cos	T SAVINGS CALCULA	TIONS				
Α.	Determine Annual ( Determine units of mea	Cost of Old Method: asure (hours, tons, miles, X Cost Per Unit	+	items, copies	=	nnual Cost of Old
	Year	Cost Per Unit			Al	Method
В.		Cost of Suggested Measure as in old method.  X  Cost Per Unit	+	sts (explain)		rojected Annual ost of Suggested Method
C.						
-	( )1		( )			
-						
		Total Cost:				
D.	Revenue per Unit –	g Calculation: enues of old system for firs  - Revenue per Unit -	] x	d of implemen er Year –	=	creased Revenue
	Suggested	Old	Suggest	ed Method		
E.	First-Year Savings	Calculation: - 「	+	1	=	
-	Annual Cost - Old Method	Annual Cost – Suggested Method	Cost to In Minus R		Pro	ojected Net First- Year Savings
			This computatio reasonable and budget policies.			s represents adherence to State
			Signed:			Date:
		-		uating Agency	/ Fiscal	

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# PART IV. DHRM'S RECOMMENDATION

This suggestion will be sent to agency(ies) to be implemented. The employee should receive the following award:			
Tangible	Cash (Amount based on actual servenue for first 12 months of importotal savings or revenue if real than 12 months.)	plementation,	
Intangible	Days of Leave*		
*Based on the following scale:	Points         Day of Leaven           89-105         5 Days           71-88         4 Days           53-70         3 Days           35-52         2 Days           18-34         1 Day           Less than 18         None	<u>ve</u>	
Comments:			
Signed	<b>d:</b>	Date:	
(DHRM ESP Manager)			

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# **ESP CATEGORY CODE TABLE**

*CODE	CATEGORY DESCRIPTION
01	ACCOUNTING AND BUDGETING
02	ADMINISTRATIVE PROCESSES
03	BENEFITS
04	BUILDINGS AND GROUNDS
05	<b>BUSINESSS OPERATIONS AND PROCEDURES</b>
06	COMMUNICATIONS, PUBLICATIONS
07	ENERGY, ENVIRONMENT
08	FORMS, AUTOMATED AND PAPER
09	HUMAN RESOURCES
10	INFORMATION TECHNOLOGY
11	LEGAL REQUIREMENTS
12	METHODS AND EFFICIENCY
13	PARKING
14	POLICY
15	PURCHASING AND CONTRACTING
16	REVENUE
17	SAFETY, SECURITY, HAZARD REDUCTION
18	SERVICE OR QUALITY IMPROVEMENT
19	SUPPLIES OR EQUIPMENT
20	TRAVEL REGULATIONS
21	WASTE, RECYCLING
22	WORKPLACE CONDITIONS
23	NO CATEGORY ASSIGNED

<sup>\*</sup>Agency ESP Coordinators: Please categorize suggestion in the most specific suitable category, noting code on Suggestion Evaluation Form.